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HRG Performance Series DVR DDNS Support Application Note (hrgDDNS)

This document describes how to enable and configure Dynamic DNS (DDNS) functionality on the HRG Performance Series digital video recorder using hrgDDNS, a free DDNS service. This document applies to HRG DVRs with firmware and software that meets the following requirements:

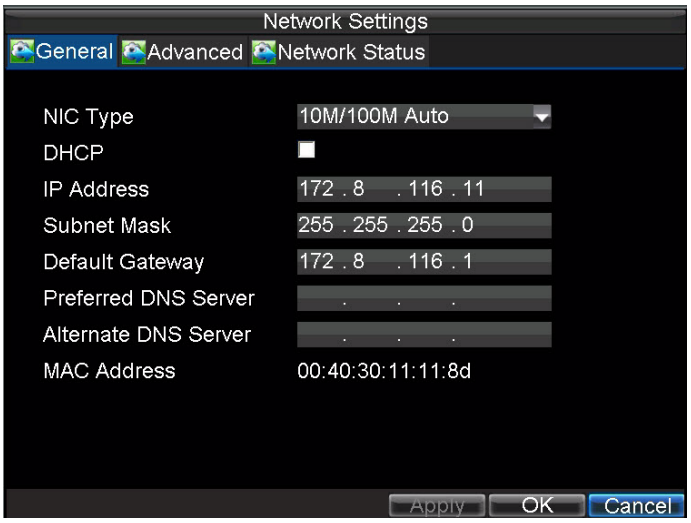
- HRG4/8/16 DVR firmware v.1.2.2, Build 120827 or later
- HRG Multi-Site 4200 software version 1.02.01.50 or later

Using hrgDDNS, you can create an easy-to-remember domain name that points to your DVR's public (WAN) IP address and configured ports. If the DVR's public IP address changes, the DVR will update the domain name on the hrgDDNS service to point to the new public IP address, minimizing downtime due to loss of connectivity.

Configuring the DVR

To configure the DDNS settings locally on the DVR

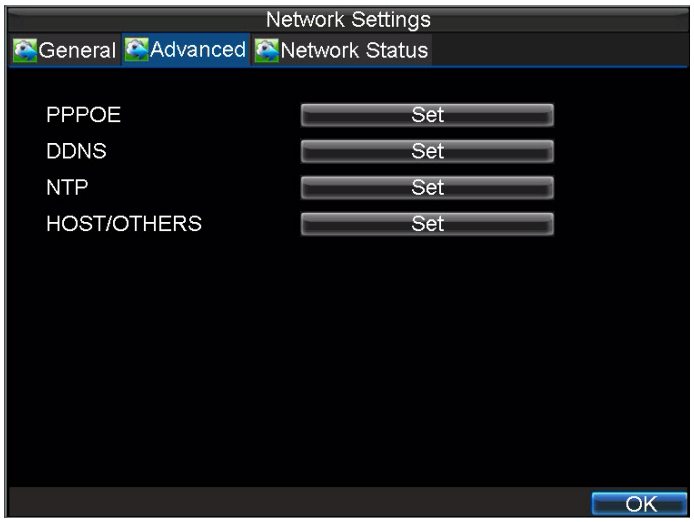
1. Click **Menu** ➤ **Settings** ➤ **Network** to enter the Network Settings menu.



2. Select the **DHCP** check box to enable DHCP mode and configure your router to assign a specific IP address to your DVR based on its unique MAC address. Refer to your router's user manual for details. (If DHCP mode is enabled, the **Preferred DNS Server** and **Alternate DNS Server** fields can be left blank.)

Note If your DVR is configured to use a static IP address rather than DHCP, you must fill in the **Preferred DNS Server** and **Alternate DNS Server** fields to use the DDNS feature. Contact your network administrator to obtain the preferred and alternate DNS server IP addresses.

3. Click the **Advanced** tab.



4. Next to **DDNS**, click **Set**.

   The **DDNS** window opens.

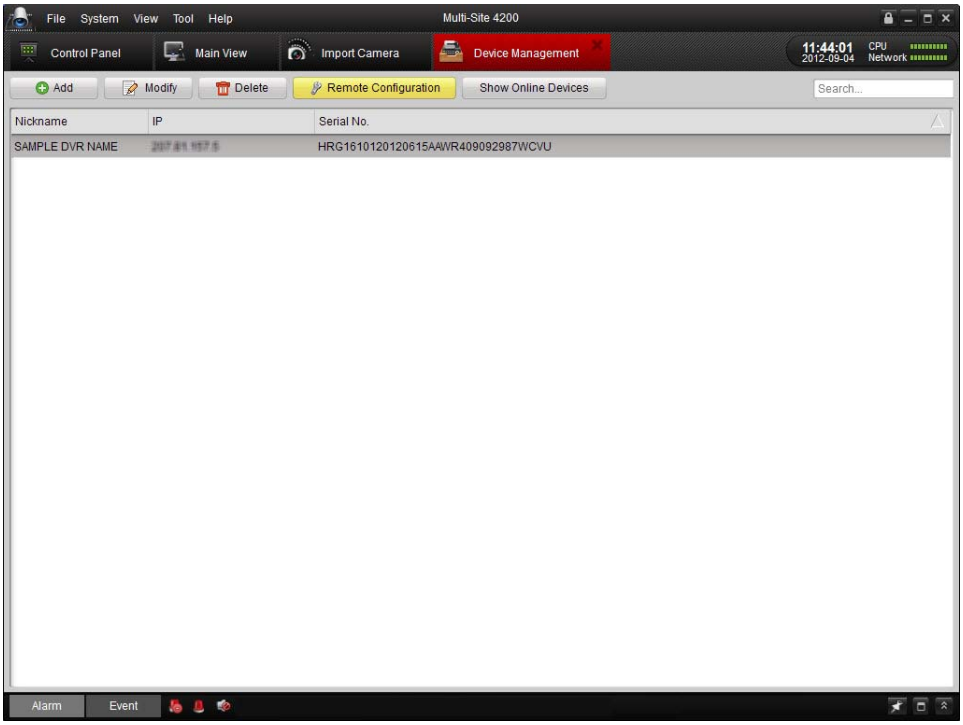
5. In the **DDNS** window, select the **DDNS** check box to enable the DDNS feature.
6. Next to **DDNS Type**, select **hrgDDNS**.
7. Next to **Server Address**, type **www.hrgdvr-ddns.com**.
8. Next to **DVR Domain Name**, type the desired domain name for the DVR.

Note You will receive an error message if the domain name entered is not available.

9. Click **OK**.

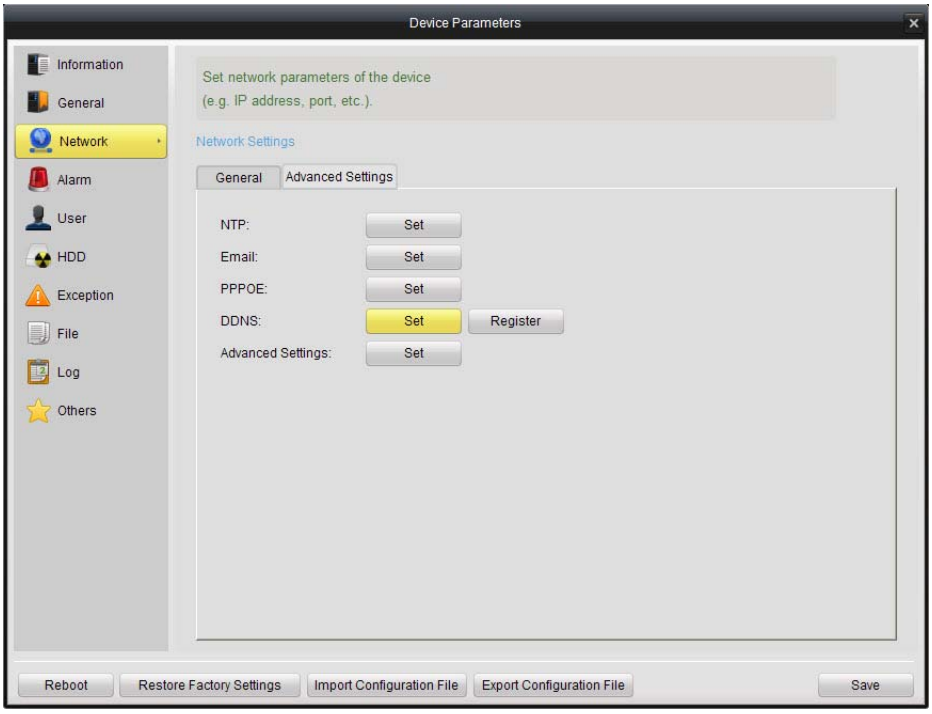
To configure the DDNS settings remotely using Multi-Site 4200 software

1. Click **Device Management** to open the Device Management window.
2. Select the device you want to configure, and then click **Remote Configuration**.



The **Device Parameters** window opens.

3. In the left navigation pane of the Device Parameters window, click **Network**, and then click the **Advanced Settings** tab.



4. Next to **DDNS**, click **Set**.

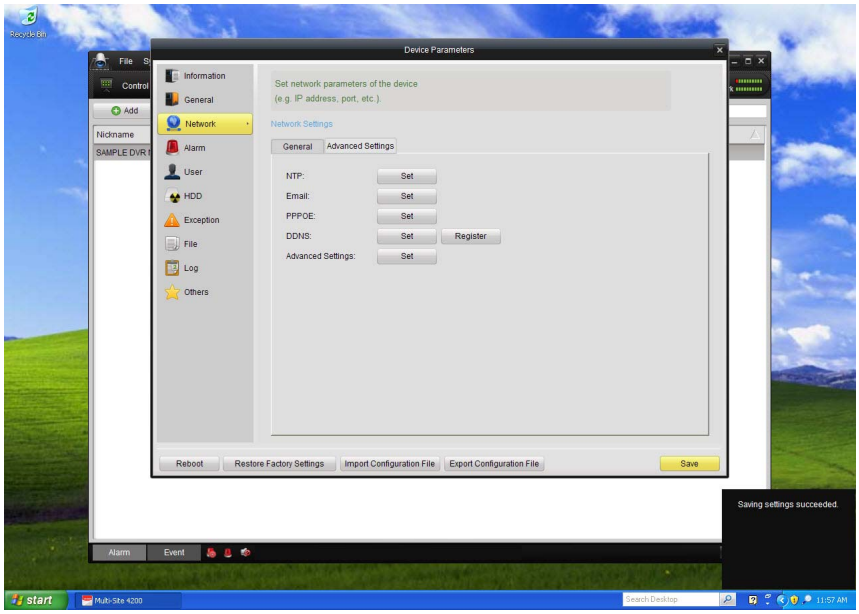
   The **DDNS Settings** dialog box opens.

5. In the **DDNS Settings** dialog box, select the **Enable DDNS** check box.
6. Next to **Protocol Type**, select **hrgDDNS**.
7. Next to **Server Address**, type **www.hrgdvr-ddns.com**.
8. Next to **Device Domain Name**, type the desired domain name for the DVR.

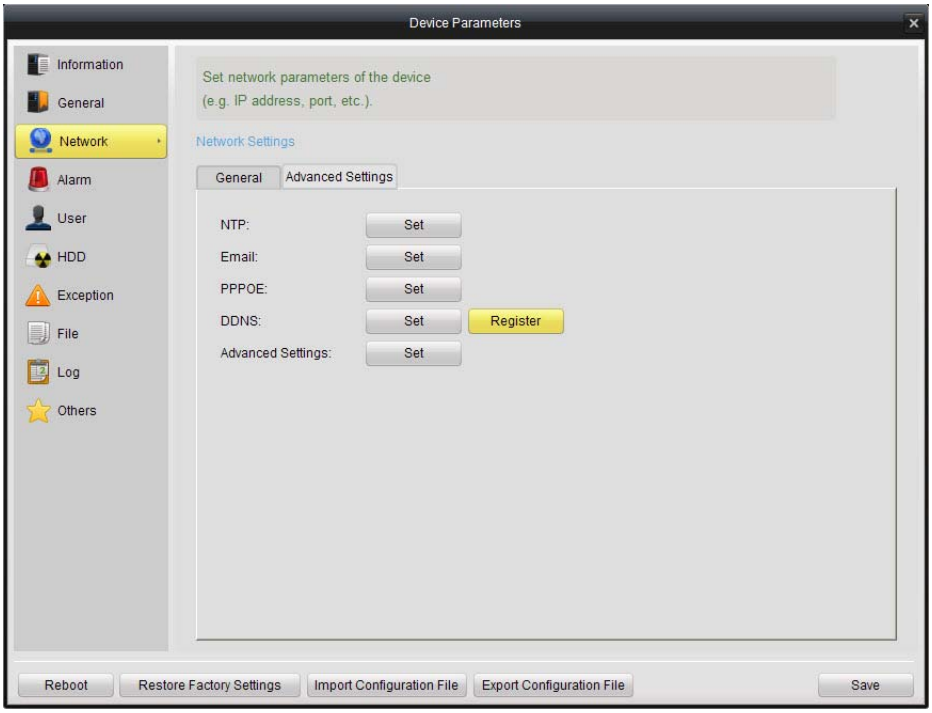
Note You will receive an error message if the domain name entered is not available.

9. Click **Yes**.
10. In Device Parameters, click **Save**.

    A confirmation message appears in the lower right corner of the screen.



11. Next to **DDNS**, click **Register**.



A message confirming the url appears in the bottom right corner of the screen. For example, "The url is: www.hrgdvr-ddns.com/hrg-sample-dvr."

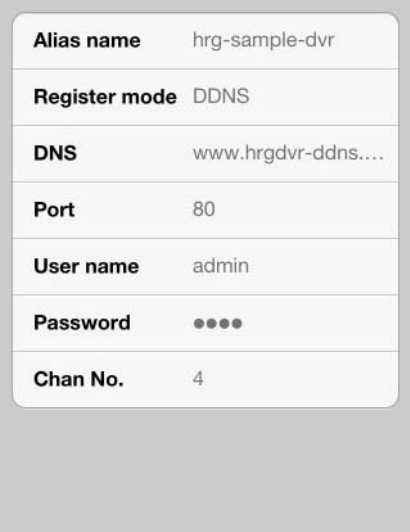
Accessing the DVR

To access your HRG Series DVR using a web browser

- Type **www.hrgdvr-ddns.com/*devicedomainname*** in your browser's address bar. (For example, if your DVR's domain name is **hrg-sample-dvr**, enter **www.hrgdvr-ddns.com/hrg-sample-dvr**.)

To access your HRG Series DVR using the HRG mobile app

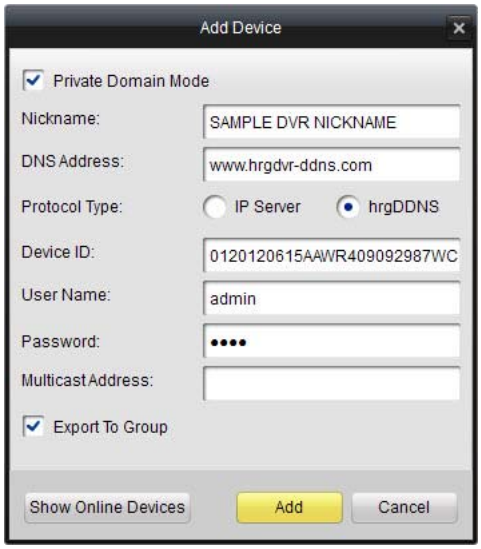
1. On the main menu, tap **Devices**.
2. In the Devices list, tap the DVR you want to modify.
3. In Device Detail, do the following:



   a. Next to **Alias name**, type the domain name of the DVR.
   b. Next to **Register mode**, select **DDNS**.
   c. Next to **DNS**, type **www.hrgdvr-ddns.com**.
   d. Next to **Port**, leave as **80**.
   e. Next to **User Name**, type the DVR's user (login) name.
   f. Next to **Password**, type the DVR's login password.
   g. Next to **Channel No.**, type the number of channels for the DVR (**4**, **8**, or **16**).

To access your HRG Series DVR using Multi-Site 4200

1. Click **Device Management** to open the Device Management window.
2. Click **Add** to add the DVR to the Device Management window.
3. In the **Add Device** dialog box, do the following:
   a. Select the **Private Domain Mode** check box.
   b. Next to **Nickname**, type a nickname for the DVR (this is separate from the device domain name).
   c. Next to **DNS Address**, type **www.hrgdvr-ddns.com**.
   d. Next to **Protocol Type**, select **hrgDDNS**.
   e. Next to **Device ID**, type the serial number of the DVR (you can find this by going to **Menu ➤ Maintenance ➤ Information** at the DVR).
   f. Next to **User Name**, type the DVR's user (login) name.



   g. Next to **Password**, type the DVR's login password.
   h. Next to **Multicast Address**, if applicable, type the appropriate IP address. If you are not using this feature, leave the field blank.
   i. Click **Add**.

Troubleshooting

- Make sure that port forwarding is set up correctly on your network equipment (your router, for example). Contact the equipment manufacturer or your network administrator if you need assistance.
- If DHCP is disabled in your DVR's network setting, make sure that the preferred and alternate DNS server addresses are entered correctly. You can obtain this information from your network administrator.

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